

ATRIUM HEALTH PLAN, INC.

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Hudson, WI 54016-1974

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TDD# (888) 878-0137



Type of Plan	Health Maintenance Organization
Total Number of Members	47,147
Years of Operating Experience	19 Years
Total Number of Primary Care Physicians (PCPs)	356 [†]
Percentage of PCPs Accepting New Patients	100%
Percentage of Board Certified Specialty Care Physicians	100%
Number of Hospitals Affiliated with Plan	22
Number of Urgent Care Facilities	2
Number of Dentists	45
Percentage of Dentists Accepting New Patients	100%




ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	Your primary care physician is responsible for providing or referring all necessary health care services. If your primary care physician determines you need care that is not available from your primary doctor or clinic's system of providers, your primary care physician will provide a written referral to a participating specialist. Whenever possible referrals are made within Atrium's extensive specialty physician network. You do not need a referral to utilize a chiropractor within the Atrium Chiropractic Network, to see an Ophthalmologist/Optometrists for routine eye exams, or to see an OB/GYN provider within our network.
Medicare Claims Procedure	Primary and contract specialists submit claims for retirees with Medicare benefits directly to Atrium Health Plan after filing with Medicare.
On-Line Services	The Atrium web site, www.atriumhealthplan.com , allows members to view our network provider listing on-line. Members also have access to information and resources that help them lead healthier lives and make wise choices. Members have the ability to review on-line information regarding recommended preventive services for children and adults. Members may also use our on-line educational tool, the Healthwise® Knowledgebase, that provides an on-line encyclopedia for information on illnesses, medications, alternative medicines and more.
24-Hour Nurse Line	A phone care service provided by First Help is available to members 24 hours a day, seven days a week (1-800-622-9524).
PCP Restrictions	Each family member may select a different primary care physician/clinic. If a change in primary care physician/clinic is requested, we must receive the change request on or before the 15th of the month to make the change effective the first of the following month. The Health Insurance Information Change form is available through your Human Resources office.
Dental Benefits If Provided	Preventive dental benefit for all ages. Covered preventive services include: oral examinations and cleanings every six months; bitewing x-rays once every 12 months, and fluoride treatments once a year for persons under age 19. These services are covered at 100%. Sealants are covered at 100% (once per lifetime) for dependent children to age 19. You can find out if your dentist participates in the plan by calling the dentist's office or by checking the dental section of your 2003 Provider Directory.

ADDITIONAL INFORMATION

Quality Improvement Initiatives

- 2,086 members have participated with the My Heathways Disease Management Program in its first year.
- Preventative health projects continue for: mammography, childhood immunizations, prenatal services (Best Beginnings), and flu immunizations (FluStop). In 2002, 50% of our managed care population received their flu immunization at work. phone line) surveys were either satisfied or very satisfied with the program.
- Our goal is to increase the Hepatitis B vaccination rate of children to 90% and the flu immunization rate by 5% each year.
- Two clinical projects have been implemented: improving follow-up after hospitalization for mental illness and improving drug therapy monitoring and reducing risks related to potential adverse drug events.

Counties in Service Area	Hospitals in County	Major Providers in County *
Ashland	Memorial Medical Ctr.	Chequamegon Clinic Duluth Clinic – Ashland Mainstreet Clinic
Barron	Barron Medical Center Cumberland Memorial Hospital Lakeview Medical Ctr.	Cumberland Clinic Marshfield Clinic – Lakewoods Family Ctr., Indianhead Ctr., Chetek Ctr. Midelfort Clinic – Barron, Cameron, Chetek, Prairie Farm
Bayfield	N/A	Red Cliff Community Health Ctr.
Burnett	Burnett Medical Ctr.	Burnett Medical Center Ingalls Family Practice Clinic (Webster) Shell Lake Clinic (Siren)
Chippewa	 St. Joseph's Hospital	Family Health Associates Marshfield Clinic – Bay Street Ctr., Cadott Ctr., Chippewa Falls Ctr., Cornell Ctr.
Douglas	St. Mary's Hospital of Superior	Duluth Clinic – Superior Mariner Medical Clinic
Dunn	Myrtle Werth Hospital	Marshfield Clinic Menomonie Red Cedar Clinic
Eau Claire	Sacred Heart Hospital	Augusta Family Medicine Clinic Eau Claire Family Medicine Clinic Marshfield Clinic – Eau Claire Ctr., Oakwood Ctr., Riverview Ctr. Southside Medical Clinic Pine Grove Medical Clinic Eau Claire Medical Clinic
Jackson	Black River Memorial Hospital	Krohn Clinic
Pierce	N/A	River Falls Medical Clinic (Spring Valley and Ellsworth) Fairview Ellsworth Clinic Regina Medical Group Clinic
Polk	St. Croix Regional Medical Ctr. Osceola Regional Medical Ctr. Amery Regional Medical Ctr.	St. Croix Regional Medical Clinic (Unity Clinic – Balsam Lake-Frederic) Osceola Regional Medical Clinic Amery Regional Medical Clinic (Clear Lake)
Sawyer	Hayward Area Memorial Hospital	Duluth Clinic – Hayward North Woods Comm. Health Ctr – Hayward Stone Lake Medical Clinic
St. Croix	 Hudson Medical Ctr. Holy Family Hospital Baldwin Hospital  River Falls Area Hospital	Hudson Physicians New Richmond Clinic Baldwin Clinic River Falls Medical Clinic
Washburn	Spooner Health System Indianhead Medical Ctr.	North Woods Comm. Health Ctr – Minong Duluth Clinic – Spooner Shell Lake Clinic

† Members also have access to Minnesota Primary Care Physicians

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.